

Quick Reference Guide

Prescriptions filled through TRICARE Mail Order Pharmacy (TMOP)

Order a refill by mail through TMOP	<ul style="list-style-type: none">• www.express-scripts.com/TRICARE• 1.866.DOD.TMOP (1.866.363.8667)
Check on the status of your mail order	<ul style="list-style-type: none">• www.express-scripts.com/TRICARE• 1.866.DOD.TMOP (1.866.363.8667)
Get a TMOP mail order registration form (included in the benefit guide)	<ul style="list-style-type: none">• www.express-scripts.com/TRICARE• 1.866.DOD.TMOP (1.866.363.8667)• Military Treatment Facility (MTF)• TRICARE Service Center (TSC)

Prescriptions filled through TRICARE Retail Pharmacy Network (TRRx)

Speak to a beneficiary/customer service representative	<ul style="list-style-type: none">• 1.866.DOD.TRRX (1.866.363.8779)
Find network retail pharmacies near you or while traveling away from home	<ul style="list-style-type: none">• www.express-scripts.com/TRICARE• 1.866.DOD.TRRX (1.866.363.8779)
File a prescription drug claim	<ul style="list-style-type: none">• Express Scripts, P.O. Box 66518, St. Louis, MO, 63166-6518
Obtain additional claim forms	<ul style="list-style-type: none">• www.tricare.osd.mil/claims/default.cfm• MTFs and TSCs• 1.866.DOD.TRRX (1.866.363.8779)
Replace a lost prescription drug card	<ul style="list-style-type: none">• 1.866.DOD.TRRX (1.866.363.8779)• Download from www.express-scripts.com/TRICARE• Visit local MTF or TSC

Formulary Status

View a list of:

- Prescription medications not covered
- Prescriptions requiring prior authorization
- Prescriptions with quantity limits

Information on injectables and over-the-counter supplies

- www.pec.ha.osd.mil/TRRx/TRRx_home.htm
- 1.866.DOD.TRRX (1.866.363.8779)

Beneficiary Customer Service

Within the United States	<ul style="list-style-type: none">• 1.866.DOD.TRRX (1.866.363.8779)
Outside the United States	<ul style="list-style-type: none">• 1.866.DOD.TRRX (1.866.363.8779)
TTY/TDD calls for the hearing impaired	<ul style="list-style-type: none">• 1.877.540.6261
Online	<ul style="list-style-type: none">• www.express-scripts.com/TRICARE
Mailing address	<ul style="list-style-type: none">• Express Scripts, P.O. Box 60903, Phoenix, AZ 85082-0903
File a complaint about your pharmacy benefit	<ul style="list-style-type: none">• 1.866.DOD.TRRX (1.866.363.8779)

For more information on your DoD TRICARE Retail Pharmacy benefit, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TRRX (1.866.363.8779).

For more information about TRICARE, please visit www.tricare.osd.mil or call 1.866.DOD.TRRX (1.866.363.8779).

Department of Defense

TRICARE Retail Pharmacy Benefit Guide

For Eligible Uniformed Services Health System Beneficiaries



EXPRESS SCRIPTS®

www.express-scripts.com



Here Is Your DoD TRICARE Retail Pharmacy Information Card

Please use this card when you visit a pharmacy in the Department of Defense (DoD) TRICARE Retail Pharmacy (TRRx) Network. The card helps your pharmacy process your prescription.

If you forget your card, you can still get your prescription filled as long as you have a current, uniformed services identification (ID) card.

If you need a replacement card, please go to the nearest military treatment facility (MTF) or TRICARE Service Center (TSC), or download a card from www.express-scripts.com/TRICARE. You can also call 1.866.DOD.TRRX (1.866.363.8779) for more information.

	Present this card with your Uniformed Services ID whenever you fill a prescription at a participating network pharmacy.			
	RxBIN	003858	ID	Refer to sponsor's SSN and patient's prefix
	RxPCN	A4	Name	Refer to beneficiary ID card
	RxGrp	TRRX		
	Issuer			

Visit www.express-scripts.com

PHARMACY
Pharmacy Help Desk
1.866.684.4466

MEMBER
Beneficiary Services
Fraud Hotline
TMOP Pharmacy
(Use mail order for up to a 90 day supply of medication)
1.866.363.8779 (1.866.DOD.TRRX)
1.800.332.5455 ext. 67079
1.866.363.8667 (1.866.DOD.TMOP)

Appeals Process
1.866.363.8779

Send Appeal To:
Express Scripts
PO Box 60903
Phoenix, AZ 85082-0903

Send Member Claims To:
Express Scripts
PO Box 66518
St. Louis, MO 63166-6518

This card is not a guarantee of benefit eligibility.

Welcome to Express Scripts

TRICARE chose Express Scripts to provide your retail pharmacy services, previously offered by TRICARE regional contractors. The DoD TRICARE Retail Pharmacy (TRRx) Program offers several advantages:

- The retail pharmacy benefit is available to eligible beneficiaries wherever the DoD TRRx network exists — across all TRICARE regions.
- Through the DoD TRRx Program, Express Scripts handles all of your retail pharmacy services centrally — no need to call multiple sites or mail information to multiple locations.
- TRICARE processes your prescriptions through one database, the Pharmacy Data Transaction Service (PDTS), which helps ensure your safety.

To fill your prescriptions, you can use a network of approximately 55,000 retail pharmacies in the United States and its territories, or you can choose TRICARE’s Mail Order Pharmacy (TMOP) service.

All TRICARE-eligible beneficiaries who live within the United States, Puerto Rico, the U.S. Virgin Islands, and Guam may use the DoD TRRx Program. The program is not available in other overseas locations.

You need to make sure your personal information (status, address, phone number, e-mail) is current in the Defense Enrollment Eligibility Reporting System (DEERS), to ensure eligibility for the retail pharmacy benefit. You can check your DEERS eligibility status by contacting the nearest uniformed services ID card facility (www.dmdc.osd.mil/rsl/). You can also visit the TRICARE Web site www.tricare.osd.mil/deers/default.cfm and click on “DEERS Web Site” to update your address, phone number and e-mail address online. If you have eligibility problems, go to an ID card facility or call the DEERS Support Office at 1.800.538.9552, or for the hearing impaired (TTY/TDD) 1.866.363.2883.

Express Scripts is proud to be your prescription drug benefit provider and looks forward to serving your pharmacy needs.

1 Please keep this guide as a reference for important information.

About Your Personal Health and Prescription Information

In order to provide you with pharmacy services and to administer your prescription benefits, Express Scripts may require personal health and prescription drug information from you, your doctor, or your retail pharmacy.

We use this information to verify your identity and pricing under the program, to try to identify adverse drug interactions, to accurately process your prescription order, and to keep you informed about the proper use of your medications, available treatment, and benefit options.

Under the terms of our contract with TRICARE, Express Scripts is required to provide individual pharmacy claims data for payment processing and record keeping. As part of the contract, Express Scripts is also obligated to report to TRICARE any unusual activity that may constitute fraud or abuse of benefits.

The Department of Defense and Express Scripts may also use information and prescription data gathered from claims submitted for reporting and analysis purposes without identifying individual patients.

Finally, in response to a court order, subpoena, search warrant, law, or regulation, Express Scripts may be legally compelled to release your personal information. If that happens, Express Scripts will notify you, unless doing so would violate the law or court order. Other than the circumstances listed above, Express Scripts will not use or disclose your personal information to a third party without your permission.

HIPAA Compliance and Information Privacy

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) includes provisions to ensure individual privacy regarding your personal health information. Express Scripts is committed to meeting the HIPAA as well as DoD guidelines related to privacy.

Q12. Do I need a new prescription if I have refills on my old prescription?

No. A new prescription is not needed to use remaining refills at your pharmacy, if the pharmacy is part of the DoD TRRx network. If your pharmacy is NOT in the DoD TRRx network, you can get your refills at the non-network rate and submit a claim for reimbursement or you can transfer your prescription from your pharmacy to a TRICARE network retail pharmacy.

Q13. How do I transfer a prescription from a pharmacy that is NOT part of the DoD TRRx network?

There are three ways to transfer your prescription:

- Take your labeled medication container from your previous pharmacy to your new TRICARE network retail pharmacy. Your new pharmacy will contact your old pharmacy to transfer your prescription.
- Call your new TRICARE network retail pharmacy and ask them to call your old pharmacy for prescription transfer information.
- Ask your doctor to contact your new TRICARE network retail pharmacy.

Q14. Can I still use my TRICARE Senior Pharmacy Program with my DoD TRICARE Retail Pharmacy benefit?

Yes. You can still enjoy the benefits of the TRICARE Senior Pharmacy Program.

Q15. What happens if my prior authorization/medical necessity request or paper claim is denied?

You will receive written notice stating your PA/MN or paper claim was denied along with your appeal rights.

For more frequently asked questions, please visit www.express-scripts.com/TRICARE.

Benefit Summary and Copayment Information

The cost of your medication, established by TRICARE, varies according to the type of drug (brand-name or generic) and where you get the prescription filled.

The following chart outlines the amount you pay for prescription drugs.

Your Cost		
Where You Fill a Prescription	Generic Drugs	Brand-Name Drugs
Military Treatment Facility (MTF)	\$0	\$0
TRICARE Mail Order Pharmacy (TMOP) (up to a 90-day supply)	\$3	\$9
DoD TRRx Network (up to a 30-day supply)	\$3	\$9
Non-network Retail Pharmacies* (up to a 30-day supply)	TRICARE Standard Beneficiaries \$9 or 20% of allowable charge (whichever is greater) after the following annual deductible is satisfied: <ul style="list-style-type: none">• E1-E4: \$50 person/\$100 family• All others: \$150 person/\$300 family TRICARE Prime Beneficiaries (non-active duty) 50% of allowable charge after annual Point of Service (POS) deductible has been met. <ul style="list-style-type: none">• POS deductibles: \$300 person/\$600 family	

** NOTE: Beneficiaries will have to pay the entire cost of a prescription at a non-network retail pharmacy and then submit a claim (DD Form 2642) for reimbursement.*

There are no copayments (the amount you pay out of pocket) for active duty members using an MTF pharmacy, the TMOP program, or a DoD TRRx network pharmacy.

Where to Get Your Prescription Filled

TRICARE offers several convenient ways for you to get your prescriptions filled:

Military Treatment Facility (MTF) Pharmacies

An **MTF** pharmacy provides those medications listed on its local formulary (drug listing). MTF pharmacies accept prescriptions written by both civilian and military providers.

For a complete list of available drugs, contact your nearest MTF in person or by phone.

If an MTF pharmacy is not convenient for you or the medication you need is not available from the local MTF, fill your prescription by using the TMOP or a network retail pharmacy.

TRICARE Mail Order Pharmacy (TMOP)

With TMOP, you can receive up to a 90-day supply* for most medications you take regularly (for instance, drugs for high blood pressure, asthma, or oral contraceptives).

When you use the TMOP service you get:

- **Savings:** You can save up to 66% of retail costs, because your copayment for a 90-day supply is the same as for a 30-day supply at a retail pharmacy.
- **Convenience and safety:** An Express Scripts pharmacist fills your prescription and double-checks your order for accuracy. You receive your medication in a weather-resistant pouch for your privacy and protection.

To use the TMOP service, just follow these steps.

- 1) Ask your doctor for a prescription (for up to a 90-day supply*, plus refills for up to one year, if appropriate).
 - 2) Complete the order form included in this guide.
 - 3) Insert your prescription, completed mail order registration form, and copayment, if needed, into the pre-addressed, postage-paid envelope (attached to the order form) and mail them.
- For more details on TMOP, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TMOP (1.866.363.8667).

* Up to a 30-day supply for controlled substances. Also, the DoD Pharmacy and Therapeutics Committee may set quantity limits on some medications. For more information, go to www.pec.ha.osd.mil/TMOP/TMOPhome.htm.

Q9. What do I do for a medication obtained from an overseas location not covered by the DoD TRRx network?

TRICARE may reimburse you for your purchase of medications when you use an overseas pharmacy. You may need to file a claim (DD Form 2642) for your prescription.

- If assigned overseas, please contact your overseas TSC for reimbursement rates and assistance in filing your claim. Go to www.tricare.osd.mil/overseas/index.cfm and click on your particular region.
- If assigned stateside, please contact your TRICARE Regional Health Care Contractor. Your TRICARE Regional Health Care Contractor can be found by visiting www.TRICARE.ODS.mil.

Q10. What happens if my prescription claim is denied following a review of an administrative reject of a prescription at the retail pharmacy?

You may call 1.866.DOD.TRRX (1.866.363.8779) or write to the address below to inquire about the reason for the denial. You will then receive a written notice of the reason why your claim was denied and an explanation of your appeal rights, if you should choose to appeal the denial.

Express Scripts
P.O. Box 60903
Phoenix, AZ 85082-0903

Q11. If I am on vacation, can I still use my DoD TRRx Program benefit?

Yes. Your DoD TRICARE Retail Pharmacy Program is available everywhere in the United States, Puerto Rico, the U.S. Virgin Islands, and Guam. The new retail pharmacy benefit allows beneficiaries to simply pay the required copayment at a network pharmacy while traveling outside of their region, without having to file a claim for reimbursement. To find a network retail pharmacy near you, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TRRX (1.866.363.8779).

these drugs, please visit www.pec.ha.osd.mil/qty_limit.htm, or call 1.866.DOD.TRRX (1.866.363.8779) if you have a question about a specific drug.

Q6. Are there exceptions to the limitations or special requirements?

Yes. For instance, if your doctor prescribes a drug that exceeds the quantity limit or needs a prior authorization, ask your doctor to contact Express Scripts at 1.866.684.4488. Your doctor needs to justify that the exception to the quantity limit is medically necessary or complete the paperwork for the prior authorization.

Q7. Can I fill my prescriptions at more than one pharmacy?

Yes. You can fill your prescription at any location. The DoD PDTs reviews your drug history each time you get prescriptions filled at a TRICARE network retail pharmacy to check for drug interactions, duplicate prescriptions and use of medications.

Depending on the type of medication you need, you can use more than one option to fill your prescriptions.

- For the greatest savings opportunities on **prescriptions you need right away** (such as antibiotics), use an MTF pharmacy or a DoD TRICARE network retail pharmacy.
- For the greatest savings opportunities on **prescriptions you take on an ongoing basis** (such as drugs for high blood pressure, arthritis, asthma, etc.), use an MTF pharmacy or the TMOP service.

Q8. How are my copayments computed when a prescription filled in a TRICARE network retail pharmacy is written for less than 30 days or more than 30 days?

Your copayments are not prorated based on the number of days prescribed. If your doctor prescribed a medication for a period of less than 30 days (such as a 10-day course of antibiotics), you pay the full copayment — that is, \$3 (generic) or \$9 (brand name). If the prescription is for more than 30 days, but less than 60 days, you pay a copayment of \$6 (\$3x2) for a generic or \$18 (\$9x2) for a brand-name drug at a TRICARE network retail pharmacy.

DoD TRICARE Retail Pharmacy (TRRx) Network

Another option for filling your prescription is to use a DoD TRRx network retail pharmacy. Simply give the network pharmacist your written prescription, your pharmacy information card (attached to this guide) and your uniformed services identification (ID) card. The pharmacist will fill your prescription for up to a 30-day supply. You will pay a copayment of \$3 for generic drugs and \$9 for brand-name drugs.

- To find a DoD TRICARE Retail Pharmacy near you, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TRRX (1.866.363.8779).

Non-Network Retail Pharmacy

Your medications will cost the most at non-network retail pharmacies because they do not belong to the DoD TRRx network. To get reimbursed for non-network pharmacy claims, you need to fill out the enclosed claim form (DD 2642), attach the required paperwork, and mail it to:

Express Scripts
P.O. Box 66518
St. Louis, MO 63166-6518

Additional claim forms (DD 2642) are available to download at www.express-scripts.com/TRICARE or www.tricare.osd.mil/claims/default.cfm and at TSCs and MTFs.

Generic Drugs

Generic drugs are medications approved by the U.S. Food and Drug Administration (FDA) that are clinically equivalent to brand-name products. For more information about generic drugs, go to www.fda.gov/cder/ogd. Ask your doctor about using generic drugs when available. Generics give the same safe, effective treatment that you get from brand-name drugs and help you and the Department of Defense save money.

Your **copayment will always be lowest** when you fill a prescription with generic drugs at a network retail pharmacy or through the TMOP service.

It is DoD's policy to substitute generic medications for brand-name medications when available. Brand-name drugs that have a generic equivalent will be dispensed only if the prescribing physician justifies medical necessity for use of the brand-name drug in place of the generic one.

If a generic equivalent drug does not exist, the DoD TRICARE network retail pharmacy dispenses the brand-name drug at the brand-name copayment.

Using TRRx with Other Health Insurance (OHI)

Having OHI does not prevent you from using the DoD TRRx Program. TRICARE typically becomes second payer in these situations. To get reimbursed for a portion of your out-of-pocket expenses, you can submit a claim form (DD 2642) and medication receipts showing OHI payment to the following address:

Express Scripts
P.O. Box 66518
St. Louis, MO 63166-6518

If you have OHI, TRICARE becomes first payer when

- the drug is not covered by your OHI, but is covered by TRICARE. To get reimbursed, you need to obtain an Explanation of Benefits from your insurer stating the medication is not covered and submit it to Express Scripts with a prescription and claim form (DD 2642).
- coverage under your OHI is used up for the year. You need to obtain an Explanation of Benefits from your insurer stating your OHI coverage ended for the year and submit it to Express Scripts with a prescription and claim form (DD 2642).

NOTE: You cannot use the TMOP benefit when your other health insurance has pharmacy coverage until the following conditions are met: medications are not covered by OHI, but covered by TRICARE; or OHI coverage is exhausted.

For more information on the impact of OHI, please visit www.tricare.osd.mil or call your Regional Managed Care Support Contractor.

Frequently Asked Questions

Q1. Where can I find a list of network retail pharmacies that are included in the DoD TRRx Program?

To find the DoD TRICARE network retail pharmacies closest to you, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TRRX (1.866.363.8779).

Q2. What do I do with the card that is attached to this guide?

When you go to a pharmacy in the DoD TRRx network, you should take three things: your prescription, your pharmacy information card, and your uniformed services ID card. The pharmacy card does not contain any specific patient information, but helps your pharmacy process your prescription order more quickly.

Q3. If I do not have a pharmacy information card, can I get my prescription filled?

Yes. Simply present your current, uniformed services ID card with your prescription and tell the pharmacist you have TRICARE. Providing a pharmacy information card helps to speed up the prescription-filling process.

Q4. Are there any prescription drugs that are not covered at a TRICARE network retail pharmacy?

The most common products that are not covered include those for smoking cessation, weight loss, and cosmetic purposes as well as over-the-counter products. Some exceptions are alcohol swabs, needles and syringes for home-use injectable drugs, glucose test strips, insulin and insulin syringes, lancets and spacers for inhalers.

For a list of prescription drugs not covered under the DoD TRRx program, please visit www.pec.ha.osd.mil/TRRx/TRRx_home.htm or call 1.866.DOD.TRRX (1.866.363.8779).

Q5. Do some drugs have limitations or special requirements?

Yes. Some prescriptions need a prior authorization before they can be filled. For a list of prior authorization drugs, please visit www.pec.ha.osd.mil/PA_Criteria_and_forms.htm. In other cases, you may be limited to a certain quantity/number of medications per month. To see a list of